<table>
<thead>
<tr>
<th>Protocol Route Slip</th>
<th>Name</th>
<th>Title</th>
<th>Initial</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Received by PROAC Chair:</td>
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<tr>
<td>Reviewed by Head of Division:</td>
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<tr>
<td>Reviewed by Program Chair or Manager:</td>
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<tr>
<td>Authored by:</td>
<td>Larry Lee</td>
<td>Instructor, Business/Tourism</td>
<td>LL</td>
<td>October 14, 2010</td>
</tr>
<tr>
<td>Reviewed by PROAC Member:</td>
<td></td>
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</tbody>
</table>

**NMC Mission Statement**

CNMI Constitution. Amendment No. 38, Section 2: “The mission of Northern Marianas College shall be to provide the best quality and meaningful postsecondary and adult education opportunities for the purpose of improving the quality of life for the individual and for the Commonwealth as a whole. The College shall be responsible for providing education in the areas of adult and continuing education, postsecondary and adult vocational education and professional development for the people of the Commonwealth.”

**Program Mission Statement**

The mission of the Northern Marianas College Business Department is to develop the future business and government leaders of the CNMI and the region by inspiring our diverse student population to reach their full academic, employment, and entrepreneurial potential by providing them with challenging courses and student-centered learning experiences that will prepare them for rewarding careers and/or transfer to four-year colleges and universities.

<table>
<thead>
<tr>
<th>Intended Program/Service Outcomes (Column 2)</th>
<th>Means of Assessment and Success Criteria (Column 3)</th>
<th>Summary of Data Collected (Column 4)</th>
<th>Use of Results (Column 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will students be able to know, do, think or value because of a given educational experience? (SLO)</td>
<td>What are the specific assessment tools that will establish the degree and extent of what is to be achieved?</td>
<td>Summarize findings vis-à-vis outcomes, assessment tools, and criteria for success.</td>
<td>Discuss implications of the data in terms of the following:</td>
</tr>
<tr>
<td>OR What will the clients be satisfied with, receive or understand? (AUO)</td>
<td>What are our criteria for success?</td>
<td></td>
<td>1) Link to goals, outcomes, tools, data collection and analysis;</td>
</tr>
<tr>
<td>Identify outcome as a Student Learning Outcome (SLO) or Administrative Unit Outcome (AUO). Begin SLO’s, “Students will…” Begin AUO’s, To [verb]…”</td>
<td></td>
<td></td>
<td>2) Improvement plan vis-à-vis student learning;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3) Resources required</td>
</tr>
</tbody>
</table>
### PROAC Form 1

**NMC MISSION STATEMENT**

CNMI Constitution. Amendment No. 38, Section 2: “The mission of Northern Marianas College shall be to provide the best quality and meaningful postsecondary and adult education opportunities for the purpose of improving the quality of life for the individual and for the Commonwealth as a whole. The College shall be responsible for providing education in the areas of adult and continuing education, postsecondary and adult vocational education and professional development for the people of the Commonwealth.”

**PROGRAM MISSION STATEMENT**

<table>
<thead>
<tr>
<th>Column 1</th>
<th>Column 2</th>
<th>Column 3</th>
<th>Column 4</th>
<th>Column 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criteria for Success</td>
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<td>Criteria for Success</td>
<td>Criteria for Success</td>
<td>Criteria for Success</td>
</tr>
</tbody>
</table>

- **Criteria for Success**
  - indicates course or program level assessment.
  - aligns with your unit/program mission.
  - (for SLOs) states what students will know, do, think, or feel.
  - (for AUOs) states what the unit/program is currently providing that may improve what clients will understand, be satisfied with, or receive.
  - is measurable (can be observed or tested).
  - is central to the course / program.

- **INTENDED PROGRAM/SERVICE OUTCOMES**

- **MEANS OF ASSESSMENT AND SUCCESS CRITERIA**

- **SUMMARY OF DATA COLLECTED**

- **USE OF RESULTS**

- **Rubric**

  - unit/program mission statement is linked to the college mission statement.
  - provides clear sense of purpose or direction for the unit/program.
  - is able to be measured by the specific Student Learning Outcome (SLO) or Administrative Unit Outcome (AUO) of the unit/program.

- **Uses present-continuous or past tense.**

- **indicates when the recommendation is to be implemented.**

- **indicates when the unit/program may expect to see an impact as a result of the actions taken.**

New Form 1 Template

Page 2 of 6

Created: June 1, 2008
Revised: April 28, 2009
## PROAC Form 1 Template

### NMC Mission Statement

CNMI Constitution. Amendment No. 38, Section 2: “The mission of Northern Marianas College shall be to provide the best quality and meaningful postsecondary and adult education opportunities for the purpose of improving the quality of life for the individual and for the Commonwealth as a whole. The College shall be responsible for providing education in the areas of adult and continuing education, postsecondary and adult vocational education and professional development for the people of the Commonwealth.”

### Program Mission Statement (Column 1)

The mission of the Northern Marianas College Business Department is to develop the future business and government leaders of the CNMI and the region by inspiring our diverse student population to reach their full academic, employment, and entrepreneurial potential by providing them with challenging courses and student-centered learning experiences that will prepare them for rewarding careers and/or transfer to four-year colleges and universities.

### Intended Program/Service Outcomes (Column 2) | Means of Assessment and Success Criteria (Column 3) | Summary of Data Collected (Column 4) | Use of Results (Column 5)
---|---|---|---
1. Prepare and present written and oral business reports for a variety of audiences at a generally acceptable level of business English. (PLO 01) | | |
2. Apply various computer applications, including word processing, spreadsheet, database, presentation and other specialized applications to generate, present and analyze reports in the various functional areas of business. (PLO 02) | | |
3. Apply business math and basic accounting principles in the operation of a business. (PLO 03) | | |
4. Explain current legal, ethical, social, financial, economic and other environmental factors as they apply to business. (PLO 04) | | |
5. Work effectively as a member of a team. (PLO 05) | | |
6. Compile, analyze, and synthesize information to solve business problems. (PLO 06) | | |
7. Explain the economic and non-economic impacts of tourism on host destinations. (PLO 07) | 7a) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using | 7a) 85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam | 7a) Since the overall student performance of 85% exceeded the 75% criterion, this SLO in the TS101 Introduction to Travel...
evidence from the midterm exam from the TS101 Introduction to Travel & Tourism course.

7b) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.

in the Fall 2010 semester scored at the "Acceptable" level or above. Although three students did not meet the "Acceptable" level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.

7b) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2011 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and did not take the final exam.

8. Define quality service and describe the importance of service as a basis for successful competition in the hospitality industry. (PLO 08)

8a) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.

8b) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS182 Courtesy and Guest Relations course.

8a) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2011 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and did not take the final exam.

8b) The TS182 Courtesy and Guest Relations course was not offered in Academic Year 2010. This course is only offered every other year.

8a) Since the overall student performance of 100% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.

8b) No recommendations at this time.

9. Discuss the history and development of the travel and tourism industry. (PLO 09)

9a) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.

9b) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.

9a) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2010 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and Tourism course will be retained and assessed further in the next program review cycle.

9b) Since the overall student performance of 85% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.
10. Explain the factors affecting growth, change, and globalization of the travel industry. (PLO 10)

10a) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.

10b) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the midterm exam from the TS101 Introduction to Travel and Tourism course.

10a) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2010 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and did not take the final exam.

10b) 85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam in the Fall 2010 semester scored at the "Acceptable" level or above. Although three students did not meet the "Acceptable" level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.

11. Describe the general organizational structure typically found in lodging properties. (PLO 11)

11a) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the midterm exam from the TS103 Introduction to the Hospitality Industry course.

11b) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the midterm exam from the TS101 Introduction to Travel and Tourism course.

11a) 87% of the students (13 out of 15) that completed the TS103 Introduction to the Hospitality Industry course midterm exam in the Spring 2010 semester scored at the "Acceptable" level or above. One of the students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because he stopped coming to class mid-semester and did not take the final exam.

11b) Since the overall student performance of 87% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.

11a) Since the overall student performance of 87% exceeded the 75% criterion, this SLO in the TS101 Introduction to Travel and Tourism course will be retained and assessed further in the next program review cycle.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>11b</strong></td>
<td>85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam in the Fall 2010 semester scored at the &quot;Acceptable&quot; level or above. Although three students did not meet the &quot;Acceptable&quot; level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.</td>
</tr>
<tr>
<td><strong>12.</strong></td>
<td>Demonstrate a responsible work ethic and attitude necessary to succeed in the hospitality industry. (PLO 12)</td>
</tr>
<tr>
<td><strong>13.</strong></td>
<td>Develop and master the necessary hospitality skills and proper business etiquette for delivering quality service in multicultural environments. (PLO 13)</td>
</tr>
<tr>
<td><strong>14.</strong></td>
<td>Successfully perform the required duties and responsibilities of an actual employee in a tourism/business organization. (PLO 14)</td>
</tr>
</tbody>
</table>